

PRIVACY POLICY

Design Roof Services LLC (“DRS,” “we,” “us,” “our”)

Website: www.designroofservicessllc.com

Effective Date: February 14, 2026

1. Scope

This Privacy Policy explains how we collect, use, share, and protect information when you visit our website, request an estimate, schedule services, make a payment, or communicate with us (including by phone or text message).

2. Information We Collect

2.1. Information You Provide

We may collect:

- Name, phone number, email address
- Service address and zip code
- Project/property details and notes
- Photos and messages you send us
- Appointment details and communication history

2.2. Information Collected Automatically

When you use our website, we may collect:

- IP address, device type, browser type
- Pages viewed and basic usage data
- Approximate location (city/state)
- Cookies or similar technologies used for site functionality and analytics

2.3. Payment Information (QuickBooks Online)

If you pay using a **QuickBooks Online (QBO)** payment link delivered by email and/or text, payment information is collected and processed by Intuit/QuickBooks and its payment processors. We may receive confirmation details such as payment status, amount, and date/time. We do not need or intend to store full card or bank account details on our systems.

3. How We Use Information

We use information to:

- Provide estimates, schedule services, and perform services
- Communicate with you regarding your request (including by text message)
- Provide customer support and handle billing questions
- Improve our website, services, and operations
- Detect, prevent, and address fraud, misuse, and security issues
- Comply with legal obligations and enforce our agreements

4. Text Messages (SMS) and Phone Communications

4.1. Service/Transactional Messages

If you **text us at any of our phone numbers or provide your phone number** to us, you consent to receive text messages from Design Roof Services LLC related to your inquiry and services (such as scheduling, confirmations, reminders, estimates, proposal follow-ups, project updates, customer support, and billing questions).

4.2. Marketing/Promotional Messages

If you **separately opt in**, we may send marketing/promotional texts such as offers and seasonal reminders.

4.3. SMS Disclosures

- Message frequency varies
- Message and data rates may apply
- Reply **STOP** to opt out at any time
- Reply **HELP** for help
- Carriers are not liable for delayed or undelivered messages
- Consent is not a condition of purchase

We may use service providers to send/receive messages on our behalf.

5. How We Share Information

We may share information:

- With service providers who help us operate (website hosting, analytics, communications tools, CRM, invoicing, and payment services such as Intuit/QuickBooks)
- If required by law, subpoena, or legal process
- To protect the rights, safety, and security of DRS, our customers, or others
- In connection with a business transfer (e.g., merger, sale of assets)

We do not sell your personal information in exchange for money.

6. Cookies and Analytics

We may use cookies and analytics tools to understand website traffic and improve performance. You can control cookies through your browser settings. Disabling cookies may affect some site functionality.

7. Data Retention

We retain information as long as reasonably necessary to provide services, maintain business records, comply with legal obligations, resolve disputes, and enforce agreements.

8. Security

We use reasonable safeguards designed to protect your information. No system is completely secure, and we cannot guarantee absolute security.

9. Children's Privacy

Our services are not directed to children under 13, and we do not knowingly collect personal information from children.

10. Your Choices and Requests

You may request access to, correction of, or deletion of certain personal information by contacting us. We may need to retain some information for legal or business purposes.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a new effective date.

12. Contact Us

Design Roof Services LLC

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(575) 689-5220

info@designroofservicessllc.com